



HUMAN RESOURCES TECHNICIAN I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of paraprofessional, technical and complex clerical duties involved in the implementation and coordination of the City's Human Resources Department programs; and to provide information and assistance to City staff and the public.

Distinguishing Characteristics:

Human Resources Technician I - This is the entry level class in the Human Resources Technician series. This class is distinguished from the Human Resources Technician II by the performance of more routine duties. Since this class is typically used as a training class, employees may have only limited directly related work experience.

Human Resources Technician II - This is the full journey level within the Human Resources Technician series. Employees within this class are distinguished from the Human Resources Technician I by the performance of more complex duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level of this class, or when filled from the outside, require prior human resources experience.

Supervision Received and Exercised:

Receives general supervision from professional, supervisory and management staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

Effective October 1988

Revised August, 1999

Revised June, 2002

Revised Mar 2005 (MQs and duties)

Revised May 2005 (MQs and duties)

Revised August 2006 (MQs and duties)

CITY OF TEMPE
Human Resources Technician I/II (continued)

- Provide general clerical and administrative support to Human Resources management and professional staff; assist with special projects as required; compose and type correspondence; format and generate a variety of reports and documents as requested; create, implement and maintain various computerized confidential data bases and files as needed; process vendor payments through PeopleSoft.
- Respond to questions from employees and the public regarding employment, the application process, benefits, and related issues. Contact the public and outside agencies in acquiring and providing information and making referrals as required; provide backup front desk coverage as required.
- Administer or assist with implementation and maintenance of various programs such as CDL random drug testing, Bilingual Pay, Employee Service Awards, Wellness, Long Term Disability, Deferred Compensation and Compassionate Leave Programs.
- Perform related duties as assigned.

When assigned to Recruitment, Classification & Compensation Team:

- Assist in the recruitment process; develop and prepare job announcement bulletins and place advertisements in newspapers and other publications; record job openings on the job hotline; maintain job postings on the recruitment internet and intranet web sites; maintain employment eligibility lists; answer inquiries concerning internal & external recruitment processes.
- Assist in selection processes including arranging interview panels, scheduling applicant testing and preparation of interview packets and related paperwork; participate on interview panels if required; administer, monitor, score and record testing processes;
- Assist with and attend employee promotional process orientations and other planning meetings for selection processes and assessment centers.
- Respond to routine compensation surveys and related inquiries; assist with annual market survey and gather and compile salary survey data; maintain JIMS web site and Classification and Compensation web site.
- Process job description revisions related to reclassification or market studies; complete and process PAR forms and related documentation for classification and compensation changes.

When assigned to Employee Benefits & Services Team:

*Effective October 1988
Revised August, 1999
Revised June, 2002
Revised Mar 2005 (MQs and duties)
Revised May 2005 (MQs and duties)
Revised August 2006 (MQs and duties)*

CITY OF TEMPE
Human Resources Technician I/II (continued)

- Prepare and process paperwork related to MOU's (Police & Fire), hiring, promotions, salary adjustments, retirements and termination's; open and close PeopleSoft records and employee personnel and benefits files; track and input employee status changes; work with departments on electronic PAR processing.
- Coordinate payroll functions with the accounting staff; record and review employees' direct deposits, calculate salary increases and review discrepancies in sick and vacation leave accrual; inform accounting staff of changes in payroll.
- Coordinate new employee hire processing including required pre-employment physicals, drug testing and background checks; coordinate with outside vendors and other agencies such as AZDPS and AZDOT to receive test results and review results with HR Analyst and appropriate Department Supervisor.
- Assist in the administration and coordination of all city benefits programs; schedule and conduct new employee benefits orientations including employee enrollment in retirement, medical, dental, vision, life insurance and other benefits programs as appropriate; process program changes, additions, cancellations and terminations as requested; prepare correspondence regarding benefit coverage and/or policy changes; coordinate and assist with annual benefits open enrollment period and bi-annual Benefits Fair; serve as liaison between employees, insurance company vendors and physicians;
- Provide technical benefits information to employees and retirees; resolve benefits problems or complaints; answer questions related to FMLA and other leave of absence issues; collect any revenues due; compute monthly billing for vendors and prepare and review all requisitions for accuracy; verify payroll reports for correct employee deductions; calculate public safety pension benefits; process mediflex, deferred compensation, COBRA, status changes, catastrophic leave and LTD; process mediflex and other benefits data entry; comprehensive knowledge and understanding of City of Tempe Personnel Rules and Regulations.

When assigned to Front Desk:

- Answer the telephone and wait on the general public, providing routine and general information on departmental and City policies and procedures, regulations, systems, and precedents relating to HR service areas; issue, receive, and process applications and other forms; screen mail and telephone calls and respond to and resolve routine complaints and issues; refer remaining issues to appropriate department personnel.
- Provide data entry and retrieval using PeopleSoft HRMS, including applicant tracking; perform detailed analysis of PAR forms and other employee data

Effective October 1988

Revised August, 1999

Revised June, 2002

Revised Mar 2005 (MQs and duties)

Revised May 2005 (MQs and duties)

Revised August 2006 (MQs and duties)

CITY OF TEMPE
Human Resources Technician I/II (continued)

changes using comprehensive knowledge and understanding of city rules and regulations.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

When assigned to Recruitment, Classification & Compensation Team:

Experience:

Human Resources Technician I

Two years of full-time administrative support or customer service experience (human resources experience in recruitment and/or classification & compensation is desirable).

Human Resources Technician II

Three years of full-time administrative support or customer service experience, including two years of full-time human resources experience in one or more of the following areas: recruitment and/or classification & compensation.

Training:

Equivalent to completion of the twelfth grade. Additional training or specialized courses in human resources, administration or a related field is desirable.

When assigned to Employee Benefits & Services Team:

Experience:

Human Resources Technician I

Two years of full-time administrative support or customer service experience including one year of full-time human resources experience in the following areas: benefits and/or payroll. Minimum of one year of full-time experience with an HRMS program (PeopleSoft) preferred.

Human Resources Technician II

*Effective October 1988
Revised August, 1999
Revised June, 2002
Revised Mar 2005 (MQs and duties)
Revised May 2005 (MQs and duties)
Revised August 2006 (MQs and duties)*

CITY OF TEMPE
Human Resources Technician I/II (continued)

Three years of full-time administrative support or customer service experience, including two years of full-time human resources experience in the following areas: benefits and/or payroll. Minimum of one year of full-time experience with the following HRMS program: PeopleSoft.

Training:

Equivalent to completion of the twelfth grade. Additional training or specialized courses in human resources, administration or a related field is desirable.

When assigned to Front Desk:

Experience:

Human Resources Technician I

Two years of full-time administrative support or customer service experience (human resources experience in recruitment and/or classification & compensation, benefits and/or payroll is desirable).

Human Resources Technician II

Three years of full-time clerical experience, including two years of full-time human resources experience in one or more of the following areas: recruitment, classification & compensation, benefits and/or payroll. A minimum of one year of full-time experience with a related computer software program.

Training:

Equivalent to completion of the twelfth grade. Additional training or specialized courses in human resources, administration or a related field is desirable.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 2659/2660

FLSA: Non-Exempt